

DEPARTMENT OF HUMAN RESOURCES
EMPLOYEE LEARNING &
DEVELOPMENT DIVISION
1ST FLOOR, JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TN 37243

It's All About Attitude

In your role as an employee or leader, choose to be a positive influence on those around you. Choose to bring out the best in others by always looking for the good in them.

More specifically, choose to make the following suggestions common practice in your workplace:

Be a good listener. You can have a greater effect on others by the way you listen than by the way you talk.

Know people by their names and use their names. Use them often in your conversations.

Do things to make people feel important. Write a letter. Give a compliment. Say, "thank you." Praise. Encourage. Support. Cooperate.

Be genuinely interested in others. Get co-workers to talk about themselves. Ask for their opinions, ideas, and/or viewpoints.

-Mickey McCowen



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Department of Human Resources Employee Learning & Development Newsletter

"Integrating Learning and Performance"

Volume 1, Issue 1

Welcome from Commissioner Story

Welcome to our new **Employee Learning & Development Newsletter!** Our business as state employees is in service to all State of Tennessee residents. For the Department of Human Resources and the Division of Employee Learning and Development, our business is in serving you, every State of Tennessee employee. *You are our priority.*

In today's fast-paced, continually changing workplace, employees need distinctive and appropriate skills to be effective. Our commitment is to provide you with learning opportunities which build upon your strengths, both personally and professionally.

Our new **Employee Learning & Development Newsletter** contains information about our new staff, new courses and learning opportunities, as well as useful tips to help you in your career. This is the first newsletter which you will begin to receive every other month. We will be sending six newsletters a year via e-mail. Our newsletter will be available on our website: state.tn.us/dohr/resources/training/training_index.htm

You are our most valuable asset. Our vision is one of service excellence. We invite you to partner with us on this journey.

In 2008, we will be launching new courses and learning opportunities. Please see the information that follows about new course offerings.



Standing: Geneva Lannom, Renee Cranford, Ernie Ricketts, Jennifer Mayo-Delozier, Mickey McCowen **Seated:** Vickie McPherson, Trish Pulley, Sharon Buwalda

The Employee Learning & Development staff:

Trish Pulley	741-4126
Assistant Director	
Geneva Lannom	741-5628
Learning Consultant	
Dr. Ernie Ricketts	253-8911
Learning Consultant	
Mickey McCowen	253-8342
Learning Consultant	
Sharon Buwalda	741-5622
Administrative Services Assistant IV	
Vickie McPherson	253-5099
Administrative Services Assistant III	
Jennifer Mayo-Delozier	741-3275
Administrative Assistant I	
Renee Cranford	253-7975
Administrative Assistant I	

From the Desk of Assistant Commissioner Lytle

Over the last several months, we have been working hard to find ways to better meet your career needs. First, I would like to introduce our new divisional name. We are no longer the *Division of Employee Development*. We are the *Division of Employee Learning & Development* and our motto is, *"Integrating Learning and Performance."*

Our division wants you to always be informed about learning opportunities, both now and in the future. *The Employee Learning & Development Newsletter* is that tool which provides you with this information.

Our mission is to create a culture of quality, service, and learning for all state employees. We want to provide you with new courses in new formats to develop your potential and meet your career objectives. This allows the State of Tennessee to build and maintain a qualified, motivated workforce, one of the best in the state.

2008 TASC Conference on Track for Spring

The Division of Employee Learning & Development is proud to announce the Tennessee Administrative Support Conference (TASC) schedule across the state. The dates, locations and cities are:

- **April 8—UT Conference Center—Knoxville;**
- **April 17—Chattanooga Choo Choo—Chattanooga;**
- **April 22—Botanical Garden—Memphis;**
- **May 6, 7, and 8—TN Tower (Tennessee Room) in Nashville**

This event is specially designed for employees within the administrative, secretarial and clerical support functions. This year's theme is ***Taking Care of Business . . . While Taking Care of Me: Using the 3 C's***, which focuses on the development of professional protocols in communication, credibility, and composure.

The conference allows for networking in a professional, formal learning environment. The cost is \$90 per participant and includes admittance to all sessions, participant materials, continental breakfast, breaks and lunch.

A copy of the announcement outlining specific details for each location can be accessed by clicking on the Tennessee Administrative Support Conference link located on the Department of Human Resources website: state.tn.us/dohr/resources/training/training_index.htm.

New Course Offerings for State Employees

The Division of Employee Learning & Development is pleased to announce the addition of three new courses this spring: ***Happiness: Principles for Positive Performance; Change Management; and Introduction to the Americans with Disabilities Act***. These are the first in a series of several new course offerings planned for this year.

Happiness: Principles for Positive Performance examines the research on happiness and the workplace. The course provides employees with an introductory look at happiness and the workplace as a means to: increase productivity; to view work as meaningful; and to increase job satisfaction. More and more studies are demonstrating the link between happiness and better health. The healthier a person is, the happier he or she is. There are numerous benefits to choosing a more joyful attitude. This course is designed to give employees and managers practical skills to maximize happiness levels for both personal and professional development.

Change Management addresses strategies for implementing workplace change, with positive results. Employees tend to fear change even though it's a normal part of workplace progress. Managers involved in transformation are concerned about employees' reactions, how they can get their team to work together, and how they will be able to lead their people. This course guides managers through understanding the stages of change and the phases of transition, and developing strategies for implementing change, including a management plan.

Introduction to the Americans with Disabilities Act informs supervisors and managers about the federal law and its basic application in the workplace. The intention of The Americans with Disabilities Act is to promote equality in the workplace. This course addresses what the law defines as a disability, types of disabilities, sensitivity to the specific needs of individuals with disabilities, and reasonable accommodations for such employees.

Every agency within the state has a training coordinator who is charged with managing the training function in that state agency. The Division of Employee Learning & Development coordinates all training through these agency training coordinators. Employees who desire to enroll in these courses should contact their agency's training coordinator for specific information.

TGMI Announces New Roster of Candidates



TGMI uniquely prepares individuals to think broadly about success for the State of Tennessee and to prepare personally for additional responsibilities. A variety of highly-respected individuals from the University of Tennessee, along with nationally-acclaimed leadership consultants, State executives and TGMI alumni, provide provocative sessions that challenge participants to think beyond the status quo. These sessions allow participants to gain new perspectives on current and future opportunities, develop and incorporate creative solutions to problems, and maximize the capabilities of the State's human resources. TGMI experiences are varied, educational and exhilarating; the networking is invaluable; and the added value to the State is immediate and undeniable.

TGMI is focused on the "big picture" of state government. Its purpose is to equip mid-managers to grow into outstanding executives for the State of Tennessee. TGMI offers a balanced approach in leadership and management training that enhances operational skill sets. TGMI enables participants to transfer classroom concepts to workplace practices. Listed below are the new candidates for the Tennessee Government Management Institute, 2008:

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|---|---|--|
| 1 Nathan Abbott
<i>Comptroller of the Treasury</i> | 23 Mary Griffin-Harden
<i>Commerce & Insurance</i> | 45 Cynthia Patton
<i>Environment & Conservation</i> |
| 2 Scotty Anderson
<i>TRICOR</i> | 24 Julia Hamilton
<i>Correction</i> | 46 Al Pond
<i>TRICOR</i> |
| 3 Tiffany Baker-Cox
<i>Human Rights Commission</i> | 25 Christopher Harris
<i>Transportation</i> | 47 Timothy Poole
<i>Environment & Conservation</i> |
| 4 James Barnes
<i>Environment & Conservation</i> | 26 Carolyn Head
<i>TN Housing Development Agency</i> | 48 Jack Pugh
<i>Commerce & Insurance</i> |
| 5 Lois Barrett-Luke
<i>Human Services</i> | 27 Phyllis Hodges
<i>Education</i> | 49 Trish Pulley
<i>Human Resources</i> |
| 6 James Beard
<i>Board of Probation & Parole</i> | 28 Tim Holden
<i>Military</i> | 50 Stephen Reksten
<i>General Services</i> |
| 7 Tracy Brown
<i>Finance and Administration</i> | 29 Michael Hoyal
<i>Environment & Conservation</i> | 51 James Roberson
<i>Labor & Workforce Development</i> |
| 8 Susan Burdette
<i>Finance & Administration</i> | 30 Vojin Janjic
<i>Environment & Conservation</i> | 52 Jeanne Smith
<i>Finance & Administration</i> |
| 9 Randy Carroll
<i>Education</i> | 31 Steven Jenks
<i>General Services</i> | 53 Kathy Smith
<i>Revenue</i> |
| 10 Jaye Chavis
<i>Treasury</i> | 32 Aaron Jewel
<i>Comptroller of the Treasury</i> | 54 Tommy Sneed
<i>Revenue</i> |
| 11 Curtis Clan
<i>Finance & Administration</i> | 33 Bryan Kinsey
<i>Comptroller of the Treasury</i> | 55 Scotty Sorrells
<i>Environment & Conservation</i> |
| 12 Michael Cole
<i>Environment & Conservation</i> | 34 Ramsey Leathers
<i>TennCare</i> | 56 Cynthia Stewart
<i>Safety</i> |
| 13 Christina Coleman
<i>Financial Institutions</i> | 35 Katie Longsmith
<i>TennCare</i> | 57 Joy Stoots
<i>Human Services</i> |
| 14 Joe Daniel
<i>Safety</i> | 36 Terry Malone
<i>TN Housing Development Agency</i> | 58 Cynthia Taylor
<i>Correction</i> |
| 15 Philip Davis
<i>Environment & Conservation</i> | 37 Randall Mann
<i>Environment & Conservation</i> | 59 Eric Van Allen
<i>TennCare</i> |
| 16 Archie Doby
<i>Correction</i> | 38 Georganne Martin
<i>Finance & Administration</i> | 60 Michelle Waldrep
<i>Human Services</i> |
| 17 Juanita Flakes
<i>Human Services</i> | 39 Terry Mason
<i>Finance & Administration</i> | 61 Sabrina Williams
<i>Comptroller of the Treasury</i> |
| 18 Eric Fowlie
<i>TennCare</i> | 40 Gary McEntire
<i>Environment & Conservation</i> | 62 Kenny Williams
<i>Comptroller of the Treasury</i> |
| 19 Jan Francel
<i>Human Services</i> | 41 Theresa McMillon-Nixon
<i>General Services</i> | 63 April Wright
<i>Finance & Administration</i> |
| 20 Frank Fuentes
<i>Safety</i> | 42 John Mehr
<i>TN Bureau of Investigation</i> | 64 Charles Yard
<i>Environment & Conservation</i> |
| 21 Steve Gatlin
<i>Correction</i> | 43 Donna Morin
<i>Military</i> | |
| 22 Steve Goins
<i>Environment & Conservation</i> | 44 Lakesha Page
<i>Treasury</i> | |